

TO: Telecommunications Coordinators
Chief Internal Auditors

FROM: Frank Cavallaro, Manager
Bureau of Communication and Computer Services

DATE: June 17, 1999

RE: Telecommunications Billing Training

The Division of Administration and Planning has recently written a ***Billing Manual*** for use by State agencies. The manual provides information that will help the agencies more easily read and understand invoices for products and services billed through the Communications Revolving Fund (CRF).

In July, the Division of Administration and Planning will conduct training sessions to familiarize the agencies with the manual, as well as to answer particular billing questions. These sessions will provide the agencies with the necessary tools to become more self-sufficient in the billing process.

The training sessions will be held in Chicago and Springfield on the following dates:

Chicago

Friday, July 9th

9 - 11 a.m. and 1 - 3 p.m.

Training Center - 2nd Floor
James R. Thompson Center
100 West Randolph Street
Chicago, Illinois 60601

Springfield

Tuesday, July 13

Wednesday, July 14

Wednesday, July 21

Thursday, July 22

9 - 11 a.m. and 1- 3 p.m.

LLCC Capital City Center - Room 118
130 West Mason Street
Springfield, Illinois 62702

The agenda will contain the following topics:

- Telecommunications Billing Terms
- Understanding Telecommunications Billing
- Synopsis of the Monthly CRF Bill/Balancing Your Bills
- How to Complete a Credit Memorandum
- The Billing Help Desk
- MONIES and Catalog Codes
- How to Change Your Billing Information
- Local Call Detail

We encourage you to register for one of the sessions by calling ***Mick Rothman at (312)814-2966 by Friday, July 2, 1999.*** We look forward to seeing you there.

FC:dw